



State of California-Health and Human Services Agency
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9850



December 2012

Welcome To Medi-Cal

Dear Parent/Guardian,

Welcome to Medi-Cal. A recent change in state law expands the Medi-Cal Program. Your child(ren) will move from the Healthy Families Program (HFP) to Medi-Cal no sooner than **January 1, 2013**. Your child(ren) will continue to have health, dental, mental health, alcohol and drug treatment, vision, and other behavioral health services under the Medi-Cal Program.

Information About Medi-Cal

The materials in this packet provides you with information about Medi-Cal eligibility, enrollment, benefits, and your child(ren)'s rights as a Medi-Cal beneficiary. Contact information is included in this packet to assist with questions. Please make sure to review all documents enclosed in this packet carefully.

The documents in this package are:

- Medi-Cal "What It Means to You"
- Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program
- Information about Dental Benefits
- Notice of Privacy Practices
- Multilingual Notice
- List of county social services offices and other important phone numbers to call for information about Medi-Cal, or if you have problems or questions

Benefits Identification Card

The Medi-Cal Identification Card is called a Benefits Identification Card (BIC). It shows that you are covered by Medi-Cal. It is white with blue writing, has a picture of the seal of the State of California, and will have your child(ren)'s name on it. It will be mailed separately to children moving from HFP as follows:

- If you have never received a BIC in HFP or Medi-Cal, one will be mailed to you separately. You may begin using the BIC on January 1, 2013.
- If your child(ren) received a BIC any time before January 2011, your child(ren) will receive a replacement.
- If your child(ren) received a BIC issued during 2011 or 2012, your child(ren) will not receive a replacement BIC and they can continue to use the BIC they currently have. Check the issue date on the BIC for an issue date in 2011 or 2012. If you no longer have that BIC, you should tell your county social services office that your child(ren) needs a replacement BIC. The phone number is located on the county contact sheet that is included as part of this "Welcome Packet" or you can use this web address to find your county social services office: www.benefitscal.com

If your child(ren) gets a new BIC in the mail and they already have one, please use the new one and destroy the old one; it is no longer valid. If your child(ren) is scheduled to receive a BIC and has not received one by the end of December 2012, or to report a lost, stolen, damaged, or incorrect card, please contact your county social services office to have a new one issued.

- If your child(ren) needs immediate medical care and you do not have a BIC, you can call your health plan and they can help.

Health Plan Card

Your child(ren) will also receive a new health plan card in the mail from their health plan, either in a separate mailing or when you receive the health plan's "Welcome Packet". If you are a member of Kaiser you will not need a new card.

Always take your child(ren)'s BIC and health plan card with you to all medical, dental, vision, mental health, and pharmacy visits. Always keep the BIC in a safe place and do not throw it away.

Co-Payments

Children in the Medi-Cal Program do not pay co-payments for any service covered by Medi-Cal.

Premium Payments

For now please continue to pay your HFP premium to keep your child(ren) enrolled. You will receive additional information about your premium payments within a few weeks after your child(ren) moves to Medi-Cal.

Eligibility and Annual Renewal

Every year you will need to renew your child(ren)'s eligibility with Medi-Cal. This is called an annual redetermination. After your child(ren) has moved to Medi-Cal, you will be contacted by mail when it is time to renew your child(ren)'s coverage. Your child(ren)'s annual redetermination date will likely be the same as the HFP Annual Eligibility Review date. If you have a change in family size, income, or address be sure to tell your county social services office using the contact information on the list in this packet.

If you have questions about:

- Medi-Cal managed care plans, please call your health plan. The number is on your health plan insurance card or you can go to: www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx
- Dental coverage, please call Denti-Cal's Toll-Free Beneficiary Customer Service Line at 1-800-322-6384 or you can go to: <http://www.denti-cal.ca.gov/WSI/Bene.jsp?fname=BeneSrvcs>
 - » If you live in **Los Angeles** or **Sacramento County**, please call Health Care Options at 1-800-430-4263 or you can go to: <http://www.healthcareoptions.dhcs.ca.gov/HCOCS/Default.aspx>
- Vision coverage: Your child(ren)'s vision coverage will now be provided by their health plan. Look for information explaining vision coverage in their health plan "Welcome Packet" or call the health plan.
- Mental health services, please call:
 - » 1-800-896-4042 – California only, Toll-free information line available Monday-Friday from 8:00 am-5:00 pm (Except on State Holidays)
 - » Ombudsman@dhcs.ca.gov – E-mail address, responds to inquiries: Monday-Friday from 8:00 am-5:00 pm (Except on State Holidays) or
 - » 1-800-896-2512 – TTY for the hearing impaired
- Questions about your eligibility - contact your local county social services office at the phone number provided on the enclosed county contact sheet or you can go to: www.benefitscal.com
- For premium questions, please call the Medi-Cal Premium Payments Section at 1-800-880-5305.
- If you need additional assistance at any time after your child(ren) moves to Medi-Cal, the Medi-Cal program has people who can help you. **You can call the State's Ombudsman at 1-888-452-8609 (toll-free), Monday through Friday from 8:00 am-5:00 pm** about issues, including:
 - » Asking for help with your child(ren)'s Medi-Cal health plan or doctor/clinic, **call your child(ren)'s health plan first.**
 - » Getting additional help with changing your child(ren)'s Medi-Cal health plan and have already called Health Care Options.
 - » Advice on how to respond to disagreements about your child(ren)'s treatment or services.
 - » Confirming information you may have heard or received from your plan or doctor/clinic about Medi-Cal.

You can also find more information about Medi-Cal at <http://www.dhcs.ca.gov/individuals/Pages/default.aspx>